

## **London Borough of Lambeth**

### **JOB DESCRIPTION**

**Job Title:** Surveyor  
**Grade:** PO2  
**Department:** Neighbourhoods and Growth  
**Division:** Housing  
**Responsible to:** Liveability Estates Service Manager

#### **Main purpose of post**

To ensure an effective surveying service is provided for Housing Services in a number of key areas in accordance with specifications, procedures and legislation; which include but is not exclusive to the following:

- Delivery and monitoring of a Planned & Cyclical Maintenance programme for a geographical housing area.
- Provision of surveying services including the delivery of works and services programmes and projects to time, cost and quality.
- Undertake physical pre-inspections of council stock in tenanted and communal locations.
- Identification and accurate diagnosis of complex repairs for occupied and void properties, ensuring all works are completed in a timely and effective manner to prevent unnecessary financial loss to the council in disrepair claims.
- Work closely with Disrepair Case managers and undertake inspections and write specifications relating to new disrepair claims under Section 11.
- Provision of precise specification of repairs of a complex and technical nature to a professional standard for repairs relating to structural defects.
- Ensure appropriate and effective consultation with residents.
- Liaison with and efficient monitoring of repair contractors.
- Devising and recommending cost effective solutions to repair problems.
- Undertake quality checks and Post Inspections of completed works orders when selected.

- Apply “Safeguarding” principles when visiting resident’s homes, ensuring any concerns about vulnerable residents and children are reported via Housing Staff or Social Services.

### Key Accountabilities

1. Ensure the delivery of a planned and cyclical maintenance programme for a geographical housing area.
2. Understand the principles of planned preventative maintenance and achieve forward annual planning of maintenance over the life of building components. To provide and agree subsequent appraisals and development plans.
3. Ensure accurate specifications are provided to enable effective repairs
4. Provide advice and assistance as necessary to staff about cost effective repairs and maintenance.
5. Resolve all problems of service delivery and issues of customer dissatisfaction, which are within the scope of personal responsibility. Where necessary escalate to senior members of staff and other sections. Provide accurate specifications to enable effective repairs
6. Provide technical expertise to Lambeth Council staff in the performance of the neighbourhood contract specification.
7. Resolve disputes with contractors, accept referral from other members of staff and provide technical advice and assistance to non-technical members of staff.
8. Accept referrals of complex or continuous variation requests and make appropriate decisions.
9. Provide verbal and written reports on contract performance and advise on the need for capitalisation of repairs and alternative repairs strategies.
10. Liaise with specialist surveyors, where appropriate and undertake inspections and detailed technical specification of void properties.
11. Inspect pre and/or post repair work of a technical nature, as required and interview tenants and leaseholders regarding repairs.
12. Carry out environmental and general estate inspections and specify works as required. Check all works specified with a surveying input prior to authorizing payment. Identify high cost voids and major works, ensure that work is ordered and completed. Follow-up and ensure completion of work.

13. Have a strong awareness of "Safeguarding" and attend any related training refresher courses where requested.
14. To lead, develop and co-ordinate a professional team for straightforward projects, including multi-contract projects, to ensure compliance with the agreed project design, technical, financial, legal and programme requirements.
15. Advise front line staff of repair items including variation orders as requested.
16. Participate in day-to-day cover of front line services as a member of the team.
17. Ensure that all Lambeth Council policies and procedures are complied with to provide an effective, efficient and successful operational management of the service area.
18. To ensure that statutory/legislative requirements are met, managed and reviewed at appropriate frequencies.
19. To create a working environment where everyone feels safe, valued and motivated in accordance with policies and procedures with particular reference to equality and diversity.
20. Maintain relevant Quality Assurance Systems as necessary, including drafting procedures.
21. Takes ownership and be responsible for own work.
22. To ensure own professional knowledge is up-to-date.
23. Act as an advocate to ensure the integration of environmental sustainability into all aspects of construction procurement, particularly regular review the schedule of rates or other methodologies to be agreed.
24. Work with partner organisations as appropriate to respond to new priorities and legislation with respect to construction best practice promoting affordable warmth, reduction in CO2 emissions, and sustainable procurement and other relevant areas of best practice.
25. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes the Data Protection Act, the Health and Safety at Work Act, Equalities and Diversity, Standing Orders and Financial regulations.
26. Take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.

27. To take responsibility, appropriate to the post, for tackling racism and promoting good race, ethnic and community relations.
28. To work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary cross-department and crossorganisational groups and task teams.
29. To undertake any other duties that may be required. These may be varied from time to time to meet the needs of the service.

## Person Specification

### Surveyor (PO2)

<p>Note: It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<b>Key Knowledge</b>	<b>K1</b>	Educated to BSc (Hons) level in building surveying or have equivalent demonstrable experience.	A ✓
	<b>K2</b>	Knowledge of administration systems, databases and void management processes.	A ✓
<b>Relevant Experience</b>	<b>E1</b>	Experience of working in fast paced surveying role within a repairs service, including managing variations and post inspections.	A ✓
	<b>E2</b>	Experience of managing contractors' relationships successfully.	A ✓
<b>Key Behaviours</b>		<p><b>Focuses on People</b> is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. Put people at the heart of our work, after all that's our business. It's about making our processes fit people.</p> <ul style="list-style-type: none"> <li>• Ensuring anyone who calls me receives the best response that can be given even if it is not my area of work</li> <li>• Being approachable and positive for my area of work and other services</li> <li>• Showing empathy to help people inside the council as well as outside</li> <li>• Ensuring I treat people equally and take time to listen to their needs</li> <li>• Being open, flexible and available</li> <li>• Respecting team goals and supporting new members</li> <li>• Providing support, advice and guidance</li> </ul>	

		<p><b>Takes Ownership</b> is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.</p> <ul style="list-style-type: none"> <li>• Taking ownership of my task, breaking it down, engaging with persons involved, and reflecting if there is a more efficient way of achieving it</li> <li>• Going the extra mile, valuing success, being proactive and knowledgeable and taking the initiative</li> <li>• Working with teams and service areas to achieve positive outcomes and develop personal capabilities</li> <li>• Actively engaging in one-to-ones, appraisal process and team meetings</li> <li>• Take opportunities to learn new skills and develop ourselves</li> </ul>	<p>A ✓</p>
		<p><b>Works Collaboratively</b> is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.</p> <ul style="list-style-type: none"> <li>• Finding out what other colleagues do and working closely with them</li> <li>• Networking with other teams to seek out mutually beneficial ways of working</li> <li>• Being a good team player and stepping in to assist manager or colleagues during absences</li> <li>• Sharing information, best practice and ideas with relevant networks and groups</li> <li>• Being approachable, listening and building constructive honest relationships</li> <li>• Regularly sharing success stories that lead to good outcomes</li> </ul>	

		<p><b>Communicates Effectively</b> is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p> <ul style="list-style-type: none"> <li>• Breaking down our ideas to create a better understanding and communication between divisions and end users – simple is best to communicate well</li> <li>• Targeting the message to the audience, ensuring that everyone can access the information.</li> <li>• Listening for information from my manager and the council that can impact on your work</li> <li>• Sharing and passing vital and new information and reflecting back understanding</li> <li>• Escalating issues and opportunities straight away, ensuring risks are managed</li> <li>• Consider the use of interpreters and translators where needed</li> </ul>	
		<p><b>Focuses on Results</b> is about ambition and achievement. It's about making sure we are working towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better.</p> <ul style="list-style-type: none"> <li>• Getting my work done to the best of my ability with the resources and finances we have</li> <li>• Thinking in relation to the 'Borough Plan', working well with colleagues to get good results</li> <li>• Making sure I understand my objectives and what I need to do</li> <li>• Working with my manager to develop my skills and knowledge</li> <li>• Keeping my manager informed of progress</li> <li>• Looking for opportunities to move forward</li> <li>• Alerting my manager when I need support</li> <li>• Delivering projects on time and within budget</li> <li>• Thinking about partnerships and the resources needed for them</li> </ul>	A ✓